



# ***JOB OPPORTUNITY***

**CALIFORNIA DEPARTMENT OF INSURANCE**

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**STAFF SERVICES MANAGER, I**

**\$5,079 - \$6,311**

**HUMAN RESOURCES MANAGEMENT DIVISION  
SACRAMENTO**

**RESPONSIBILITIES:** Under the general direction of the Labor Relations Manager I, the Staff Services Manager I oversees and directs the work of staff in the Selections and Recruitment Unit. Additional responsibilities include, but are not limited to, the following: conducts special studies and completes special projects as required; handles sensitive information, and assists in resolving policy issues; interprets and applies laws, rules, and policy; negotiates, consults with and represents the Department in meetings with other agencies; investigates merit issue complaints and assists with the administration of the workforce succession planning.

**DESIRABLE QUALIFICATIONS:**

Extensive knowledge and experience in human resources activities including demonstrated ability to effectively supervise and motivate staff; ability to oversee the development, implementation, and administration of the Department's human resources activities; skill in analyzing the most difficult, high-level, and sensitive personnel issues; experience in developing and maintaining various programs under the HRMD; effective presentation and communication skills both verbal and written.

Specific desirable qualifications include:

- Extensive knowledge and experience in the State's examination, recruitment, selection, and merit issues process
- Excellent leadership, organizational, and time management skills
- Skill in analyzing complex personnel problems
- Knowledge of SPB and CalHR laws, rules, and regulations as they pertain to human resources activities
- Knowledge of the classification and pay process
- Ability to maintain strong working relationships
- Ability to work as a team member
- Ability to exercise sound judgment and handle sensitive and confidential assignments with tact and diplomacy
- Ability to work under pressure and handle multiple assignments efficiently and in a timely manner
- This position requires the incumbent maintain consistent and regular attendance

11/01/13 tb

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**DO NOT SUBMIT APPLICATIONS TO CalHR**

**AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.**

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**WHO MAY APPLY:** Applications will be accepted from current State employees at the Staff Services Manager I level, those within transfer range, or individuals who have list eligibility for **Staff Services Manager I**. Training and Development Assignments may be considered. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. Surplus candidates must attach a copy of their letter. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, list eligibility or Training and Development Assignment) on the state application.***

### APPLICATION PROCEDURE:

Please mail a completed standard [State Application STD 678](#) and a **Statement of Qualifications (SOQ)** in order to be considered for this position. The SOQ is a narrative discussion of your education, training, experience, and skills as it relates to the desirable qualifications relevant to this position. The SOQ serves as documentation to demonstrate the candidate's ability to present clear and concise information. This document must be no more than two pages in length.

**Resumes do not take the place of the SOQ. Applicants who fail to submit the SOQ will be eliminated from the selection process.**

Send your application and SOQ to Tina Brown, Department of Insurance, Human Resources Management Division, 300 Capitol Mall, Suite 1300, Sacramento, CA 95814. **PLEASE INDICATE "Staff Services Manager I, #413-191-4800-003" ON THE STATE APPLICATION.** APPLICATIONS RECEIVED WITHOUT THE ABOVE INFORMATION MAY NOT BE CONSIDERED FOR REVIEW. **DO NOT EMAIL APPLICATION. Applications must be postmarked by the final filing date to be considered.** For additional information, please call (916) 492-3351 or email [brownt.@insurance.ca.gov](mailto:brownt.@insurance.ca.gov).

**FINAL FILING DATE: November 12, 2013 by 5 p.m., Close of Business**

**NOTE:** Possession of minimum qualifications will be verified prior to interview and/or appointment. If it is determined an applicant does not meet the minimum qualifications, the application will be forwarded to CALHR for review and the applicant's name may be removed from the eligibility list. If you are applying for more than one recruitment, a separate state application (STD 678) is required for each recruitment for which you would like to be considered.

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